

Corporate Service Promises



Developed and agreed in partnership with our customers

What you can expect from our staff

Our staff will:

- treat everyone fairly and sensitively
- make arrangements to ensure all correspondence/contact is in your preferred method of communication eg. large print, Braille, home visit

What you can expect from our offices

Our offices and reception areas will:

- be accessible for all
- be clean, tidy and safe
- display up to date relevant information
- display opening times and out of hours contact details

What you can expect when you visit us:

- you will be seen within 5 minutes of an appointment time
- you will be seen within 10 minutes if you do not have an appointment, or be given the opportunity to make an appointment
- if your appointment is delayed/cancelled we will inform you and explain why
- you will have the right to a private interview room

What you can expect when we visit you:

- we will make an appointment wherever possible and arrive within 10 minutes of the appointed time
- if we have to cancel an appointment we will contact you before hand to make alternative arrangements
- we will use passwords you have provided for your peace of mind

What you can expect if you telephone us:

- we will answer the phone within 7 rings (20 seconds)
- if you leave a message on voicemail, we will return your call within a maximum of 3 office working hours

What you can expect from us when you write/email us:

- we will respond to your letters/emails within 10 working days
- we will use headed paper giving a contact name and number
- If we cannot give a full reply at that time, we will tell you when you can expect a full reply
- all letters/emails will be in plain English

What you can expect from our printed information

All printed information will:

- be available on request from housing centres, offices or on our website www.tristarhomes.co.uk
- follow guidelines set out by the Plain English Campaign
- carry the Company logo, website address and contact details and be within our corporate style
- be provided in key community languages, Braille, on disk, audiotape and large print if requested

What you can expect from our Complaints, Comments and Commendations process

We will:

- acknowledge the complaint within 5 working days
- inform you of who is dealing with the investigation
- endeavour to respond fully within 10 working days
- analyse complaints regularly to highlight areas for improvement
- share commendations with staff on a regular basis

These service promises can be produced in key community languages, large print, Braille, or on audio tape. Please contact the Customer Services Helpline on 01642 528100.